

I have been a Flight Attendant for United Airlines for eight years, and I want to make you aware of my concerns on the use of cell phones by passengers in the cabin, in-flight. First of all, we have been telling passengers for years that the use of cell phones in-flight interferes with cockpit navigational equipment. If cell phones are allowed to be used in-flight it will invalidate what we've told and asked passengers to respect for years. I'm concerned that passengers might then wonder what else we're telling them is not really true and doesn't really deserve their respect, which could create even more passenger disruptions in-flight (what if they thought sitting down on taxi wasn't really critical to their safety or important either?). Additionally, there is no hard evidence that cell phone use doesn't interfere with navigational instruments. Secondly, cell phone use would enable terrorists to coordinate a plan of action more effectively. Terrorism is already a constant concern and threat for each and every flight attendant, cockpit crew, and passenger; we really don't need to do anything that would further enable terrorists to plan an attack. Thirdly, the NPRM would leave it up to flight attendants to police the use of cell phones onboard the aircraft, which would compromise our ability to maintain a safe, secure cabin environment and to conduct emergency evacuations. Again, our job carries enough responsibility already, we don't need to make it any harder. And lastly, it would make an already tense cabin environment even more stressful. You wouldn't believe how many times in 8 years of flying I've had to mediate passenger disputes--a seat reclined while a passenger behind that reclined seat is trying to eat frequently creates seat-shoving matches between grown adults. Can you imagine if someone who wanted to sleep was seated next to someone talking on their cell phone the entire flight? Again, our job is already challenging enough and flying is already stressful enough on passengers; we should not introduce further obstacles to flight attendants performing the safety and security functions of our job and to passengers attempting to have a safe and peaceful flight.

Thank you,
Emlee Cantrell
United Airlines Flight Attendant